

Contact Center Assistance

KY MPPA has established a Contact Center to provide assistance for specific questions or issues that cannot be resolved by the user through the use of provided training and help resources (*User Guides, Job Aids, Frequently Asked Questions, etc*).

The Contact Center provides assistance related to technical support issues as well as provider enrollment/policy questions.

Contact Center Assistance

When you call the Contact Center, a Customer Service Representative (CSR) provides assistance to callers in two primary areas: *technical support and provider enrollment/policy questions*.

Technical Support (Extension 1)

Technical support covers, *but is not limited to*, the following areas:

- **Registering and setting up your KY MPPA account**
 - Security validations
 - Remote identify validation
 - Account access
 - Linking your existing Medicaid IDs to your KY MPPA account
 - Linking Providers and Credentialing Agents
 - Locating an existing Medicaid ID
- **Technical Issues within KY MPPA**
 - Navigating the screens in KY MPPA
 - Advancing from screen to screen
 - Using grids (*table to upload documents or add data*)
 - Accessing Help content
- **Status of Applications and Maintenance Actions Completed in KY MPPA**
 - Navigating the Dashboard, Main Menu, and User Menus
 - Identifying the status of an application or maintenance action
 - Re-opening an application in progress

Policy/Provider Enrollment (*Extension 2*)

The Contact Center provides assistance with respect to provider enrollment or policy procedures. Examples include, *but are not limited to*:

- **Status of Applications and Maintenance Actions** (*status of applications completed in KY MPPA or through the manual paper enrollment process*)
 - Identifying the status of an application or maintenance action (*KY MPPA or paper*)
 - Navigating the Dashboard, Main Menu, and User Menus (*KY MPPA*)
 - Re-opening an application in progress (*KY MPPA*)
- **Policy and/or Procedures for Enrollment**
 - Information on access to Department for Medicaid Services websites and information
 - Locating an existing Medicaid ID

Note: Depending on the specific policy question, you may be referred to the Department for Medicaid Services.

Contact Information

The Contact Center is open Monday – Friday 8:00 am EST – 5:00 pm EST, with the exception of state government holidays. Please select the correct extension based on the issue you are reporting:

KY MPPA Contact Center Phone: 877-838-5085 Website: KY MPPA Website		
Description	Phone	Email
Technical support for: <ul style="list-style-type: none">• KY MPPA technical issues• Remote identity validation• Credentialing Agent management• Access issues• Linking Providers and Credentialing Agents	Extension 1	medicaidpartnerportal.info@ky.gov
Program or policy inquiries Status and help with paper applications	Extension 2	